BISSELL®

Experts In Home Cleaning™

# CleanView

## Compact PET

**USER'S GUIDE**

51C1 SERIES 220-240V


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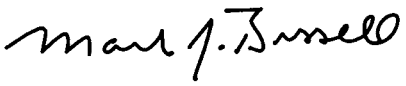
## Thanks for buying a BISSELL Vacuum

We're glad you purchased a BISSELL vacuum. Everything we know about floor care went into the design and construction of this complete, high-tech home cleaning system.

Your BISSELL vacuum is well made, and we back it with a limited one year warranty. We also stand behind it with a knowledgeable, dedicated Consumer Care department, so, should you ever have a problem, you'll receive fast, considerate assistance.

My great-grandfather invented the floor sweeper in 1876. Today, BISSELL is a global leader in the design, manufacture, and service of high quality homecare products like your BISSELL vacuum.

Thanks again, from all of us at BISSELL.



Mark J. Bissell
Chairman & CEO

# IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should be observed, including the following:

## READ ALL INSTRUCTIONS BEFORE USING YOUR UPRIGHT VACUUM.

⚠

## WARNING: To reduce the risk of fire, electric shock, or injury:

- Do not use outdoors or on wet surfaces.
- Do not leave machine when it is plugged in.
- Do not use with damaged cord or plug.
- If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service agent.
- Do not pull or carry by cord, use cord as a handle, close door on cord, pull cord around sharp corners or edges, run appliance over cord, or expose cord to heated surfaces.
- Do not unplug by pulling on cord. Unplug by grasping plug.
- Do not handle plug or appliance with wet hands.
- Do not expose hair, loose clothing, fingers or body parts to openings or moving parts.
- Do not pick up hot or burning objects such as cigarettes, matches, or hot ashes.
- Do not pick up flammable or combustible materials (lighter fluid, petrol, kerosene, etc.) or use in the presence of explosive liquids or vapour.
- Do not use appliance in an enclosed space filled with vapours given off by oil base paint, paint thinner, some moth proofing substances, flammable dust, or other explosive or toxic vapours.
- Not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety
- Young children should be supervised to ensure that they do not play with the appliance.
- Remove plug from electrical outlet before cleaning or maintaining the appliance.
- If the supply cord is damaged, it must be replaced by the manufacturer or its service agent in order to avoid a hazard.
- Do not pick up toxic material (chlorine bleach, ammonia, drain cleaner, petrol, etc.).
- Do not allow to be used as a toy.
- Do not use for any purpose other than described in this User's Guide.
- Use only manufacturer's recommended attachments.
- Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
- Keep appliance on a level surface.
- Turn off all controls before unplugging.
- Be extra careful when cleaning stairs.
- This appliance is provided with double insulation. Use only identical replacement parts.
- Do not use without the dirt container and filters in place.
- Pay close attention when working around children.
- Do not pick up hard or sharp objects such as glass, nails, screws, coins, etc.

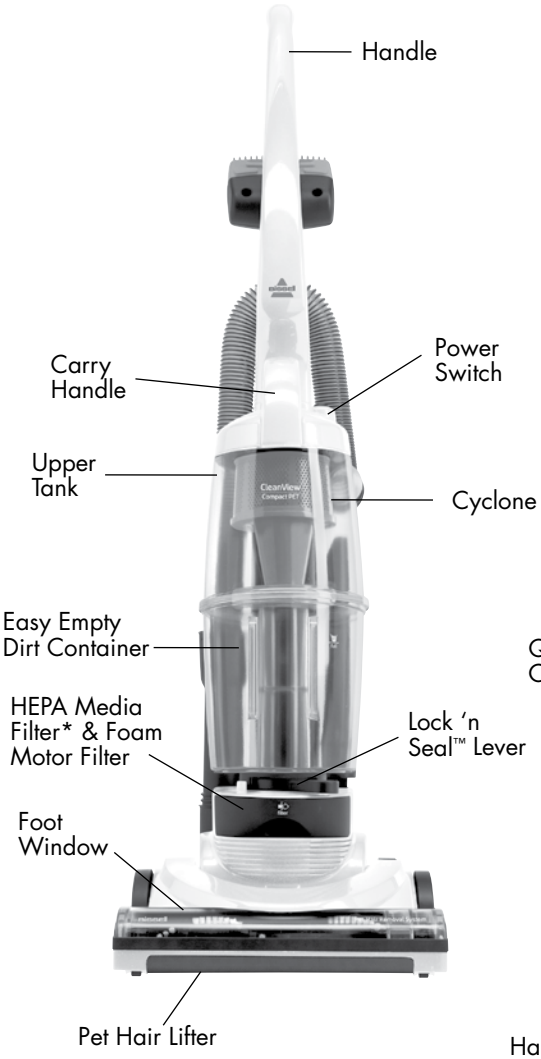
## SAVE THESE INSTRUCTIONS FOR FUTURE USE

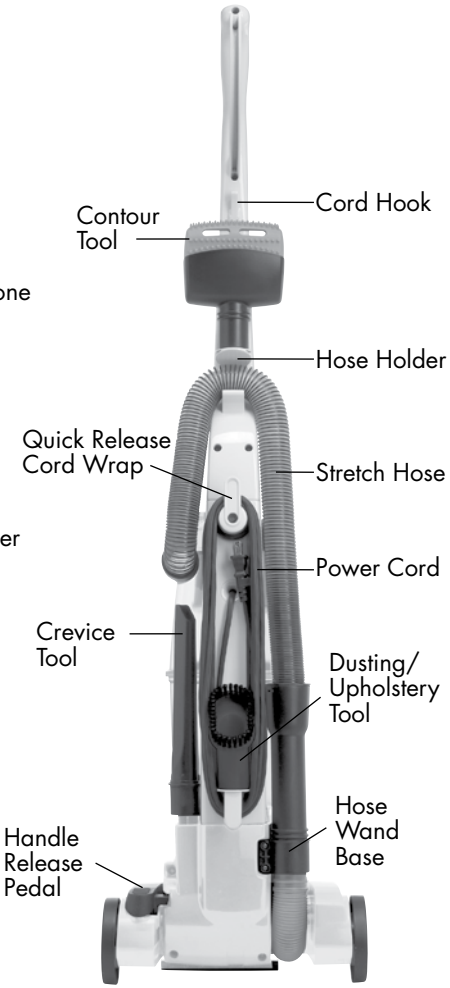
This model is for household use only.

## IMPORTANT

FOR OPERATION ON A 220-240 VOLT A.C. 50/60 Hz POWER SUPPLY ONLY.

# Product view




**⚠ CAUTION:**
Do not plug in your vacuum cleaner until you are familiar with all instructions and operating procedures.

*The filter, media, not the vacuum as a whole, complies with the IEST-RP-CC001.5 HEPA Standard

# Assembly

The only tool you'll need to assemble your vacuum is a screwdriver.

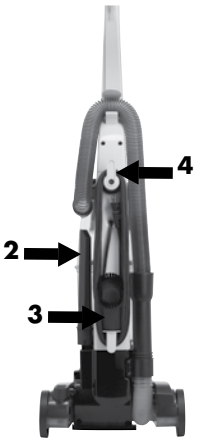
## Attach handle to vacuum

1. Locate the vacuum handle and remove the screw packet taped to the handle.
2. Stand the vacuum upright and from the rear of the unit, slide the base of the handle firmly into the grooves at the top of the vacuum body.
3. Ensure the handle fits firmly to the vacuum body. If there are any gaps, continue to push firmly until the handle is secure.
4. Insert the provided screw into the existing hole, attaching the handle to the body of the vacuum. Tighten securely with a screwdriver.

## Attach vacuum hose and tools

1. Slide the end of the hose into the hose wand base. Snap the hose into the hose clip.

   **NOTE: The vacuum will not operate effectively unless the hose wand is firmly attached.**
2. Place the crevice tool on the storage clip on the left side of the tank (when viewing vacuum from rear.)
3. Place the dusting brush on the storage clip located on the lower cord wrap.
4. Wrap power cord around cord wraps.



# Operations

## Power Switch

The power switch is located on the left side of the vacuum. Push the rocker switch "ON" (1) to vacuum, and "OFF" (0) when cleaning is complete.

## Handle position

Press the handle release pedal, located on the lower left side of the vacuum, with your foot to place your vacuum into one of three cleaning positions.

1. **Upright-** For storage and above floor cleaning with tools.
2. **Normal Cleaning-** Press handle release pedal once. Use for most household floor cleaning tasks.
3. **Low Cleaning-** With the vacuum in normal cleaning position, press handle release pedal again. Use for reaching under low furniture such as tables, chairs and beds.

## Pet Hair Lifter

Use to pick up pet hair from carpeted surfaces. Just vacuum like you normally would. The vacuum will grab pet hair when you pull back and it will release hair and suction it up when you push forward.

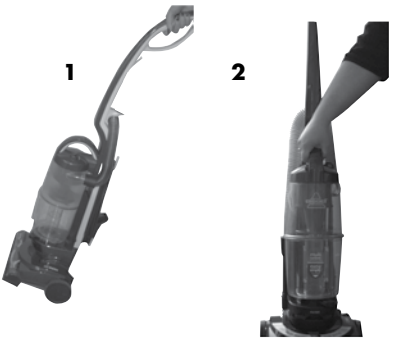
## Transporting cleaner

To move your vacuum from room to room, put the handle in the upright position, tilt the vacuum back on its rear wheels and push forward.

The vacuum can also be moved by using the carry handle.

**⚠ CAUTION:**

Before using your vacuum, make sure that the dirt container is in locked position and that all filters (inner cyclone, foam filter, and HEPA Media filter*) are in place. Do not operate your vacuum without these filters.



# Operations

## Special tools

Your vacuum is not only a powerful carpet and rug vacuum cleaner, it's also a versatile above floor vacuum cleaner when you select one of the special tools.

1. Raise handle to upright position.
2. Remove hose from hose wand base.
3. Attach one of the tools by firmly pushing it onto the vacuum hose. Be sure the hose and tool fit together by twisting tightly.

   **A. Dusting Brush:** Use on furniture or upholstery.

   **B. Crevice Tool:** Use in tight, narrow spaces.

   **C Pet Contour™ Tool:** Use to reach into corners and edges on stairs, as well as armrests and other curved surfaces. The tool can be flipped to use in any direction.

## Power cord

When you are done using your vacuum, return it to the upright position and store the power cord.

1. To use your vacuum, remove the cord and plug it into an electrical outlet. For your convenience, there is a quick release cord wrap for easy cord removal. There is also a cord clip that is part of the upper handle where you can attach the cord when vacuuming.
2. When you are finished cleaning, turn the vacuum cleaner off.
3. Unplug power cord by grasping the plug (NOT the cord) and disconnect from outlet.
4. Loop power cord around cord wraps on back of vacuum cleaner. Be sure to first return the quick release cord wrap back to its original position before wrapping cord.
5. Clip molded plug to power cord to secure.

**NOTICE:**
While vacuuming, certain carpets and low humidity conditions may generate small static discharges. The discharges are entirely harmless and are not associated in any way with the main power supply.

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# Maintenance and care

To maximize your cleaning performance and extend the life of your vacuum, it is very important that you empty your dirt container and check and clean your filters frequently. Perform the following maintenance steps:

1. Empty the dirt container when the dirt reaches the "full" line on the dirt container, or more frequently, to prevent overfills. For best performance, empty after each use.
2. Check the foam motor filter and the HEPA media filter* at least once a month, clean or replace as needed.
3. The HEPA media filter* should be replaced if machine performance is noticeable declining. More or less frequent replacing may be required based on individual vacuuming habits and types of debris picked up.

**⚠ WARNING:**
To reduce the risk of electric shock, turn power switch OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting checks.

*Tip:*
For maximum cleaning performance, check and clean or replace all filters as suggested.

## Emptying dirt container

The dirt container should be emptied before the dirt reaches the "full" line on the container.

1. Unplug the vacuum from electrical outlet.
2. Slide the Lock 'n Seal lever to the "unlock" position.
3. Grasp handle and pull the dirt container straight out to remove from the vacuum.
4. Empty dirt into garbage container.
   **NOTE: Emptying the dirt container after every use will help prevent over filling and ensure that the vacuum is ready to go the next time you clean**

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*The filter, media, not the vacuum as a whole, complies with the IEST-RP-CC001.5 HEPA Standard

## Cleaning the foam motor and replacing the HEPA media filter*

1. Unplug the vacuum from electrical outlet.
2. The foam motor filter protects the motor from dirt particles. It is located in the slide out tray underneath the dirt container. If the filter becomes dirty, pull out the tray, lift out the foam filter pad and clean it.

   **NOTE: The foam motor filter may be hand washed in cold water with mild detergent. Rinse well and air dry thoroughly before replacing.**
3. The HEPA media filter* assists in the filtration process to return clean air to the room. It is located beneath the pre-motor filter in the slide out tray housed underneath the dirt container. If the filter becomes dirty, remove the tray, remove and replace the HEPA media filter*.

   **NOTE: The HEPA media filter* is white pleated filter. This filter is NOT washable and must be replaced when it becomes dirty**

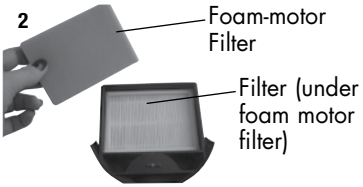
## Thermal Protector

An internal thermal protector has been designed into your vacuum toprotect it from overheating. When the thermal protector activates, the vacuum motor will stop operating. If this happens:

1. Turn the vacuum OFF and unplug from electrical outlet.
2. Empty the dirt container, check filters and air passages for dirt accumulation.
3. The thermal protector automatically resets after approximately one hour. If the thermal protector does not reset, call BISSELL Consumer Care.

**⚠ WARNING:**
Do not operate cleaner with damp or wet filters or without all filters in place.

**NOTICE:**
This product is intended for household use only and not for commercial or industrial use. Vacuuming of dust from products like plaster, concrete or ashes will damage the motor and void the warranty.

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## Check rotating floor brush and drive belt

You should check your vacuum cleaner's rotating floor brush and drive belt regularly for wear or damage. You should also clean the brush and brush ends of strings, hair and carpet fibers. This type of debris can wrap around the brush and hamper its ability to effectively clean your carpet. Also remove any debris that has accumulated under the brush cover.

**WARNING:**
To reduce the risk of injury from moving parts, turn the power switch OFF and disconnect plug from electrical outlet.

1. Unplug the vacuum from electrical outlet.
2. Place handle in low position and turn vacuum cleaner over so bottom side is facing up.
3. Remove the five screws in the brush cover as shown. Lift off the brush cover.
4. Grasp rotating floor brush at both ends and lift.
5. Clean strings, hair and other debris from rotating floor brush, paying particular attention to brush ends.
6. Clean strings, hair and other debris from motor pulley and drive belt areas.
7. Check drive belt carefully for wear, cuts, or stressed areas.
8. Check air passageway for obstructions. Remove debris from this area.
9. When finished cleaning, reposition floor brush and drive belt. (Manually rotate the brush towards the motor pulley to seat the belt.) Replace the brush cover and secure with all five screws.

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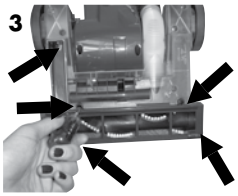

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## Replace drive belt

1. Unplug the vacuum from electrical outlet.
2. With rotating floor brush removed from vacuum cleaner (refer to page 10, steps 1-4 of check rotating floor brush and drive belt), grasp old drive belt and remove from motor pulley. Discard the old drive belt.
3. Place new drive belt over motor pulley and loop other end over rotating floor brush in the space between the bristles.

   **NOTE: It is important that you use only genuine BISSELL replacement belts. Generic belts may not meet the exact specifications required to keep your vacuum operating at its peak performance. The use of unbranded belts could lead to early failure of the vacuum and could void your warranty.**
4. Pull the rotating floor brush firmly into position, stretching the drive belt, and place ends of rotating floor brush down into the slots on sides as shown. Alignment of brush ends in slots may be necessary to fully insert the brush.
5. Turn rotating floor brush by hand several times in the direction of motor pulley. If properly installed, drive belt will center itself on rotating brush crown.
6. Replace brush cover and all five screws.

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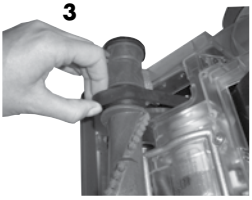

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## Clearing clogs

Low suction, poor pickup or no suction may be due to a clog in the vacuum cleaner. If you notice a change in the sound of the vacuum motor, check for clogs.

**1.** Turn power switch off. Unplug cleaner from electrical outlet.

**2.** Empty dirt container.

**3.** Check upper tank for build up or clogs.

**4.** If you notice a clog in the upper tank, remove the inner cyclone (see section "cleaning the upper tank" below).

**5.** Grasp the hose and separate it from the hose wand base. Check for a clog in the base or in the hose itself.

**6.** Remove the Twist 'n Snap hose from the vacuum by turning to the left. Straighten the hose and unclog with a long, narrow object such as a broom handle.

**7.** If the clog persists, follow the instructions for "checking the rotating floor brush and drive belt" on page 10 and inspect the passageway for obstructions.

**⚠ CAUTION:**
To reduce the risk of injury from moving parts, turn off vacuum cleaner and disconnect power plug from electrical outlet.

## Cleaning upper tank

**1.** Grasp the inner cyclone and twist to the left until the locking tabs stop the rotation. Pull down from the upper tank to remove it.

**2.** Wipe out the inside of the upper tank and the inner cyclone with a damp cloth moistened with water or a mild cleaning solution.

**3.** The inner cyclone may be washed using a mild detergent. Be sure it is completely dry before reassembling or damage to your unit may result.

**4.** Once cleaning is complete, replace the inner cyclone by sliding it into the upper housing. Line up the inner cyclone by ensuring the tabs on the cyclone are positioned toward the front of the unit. Push the inner cyclone in and rotate it to the right until the locking tabs stop the rotation.

2

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# Troubleshooting

**⚠ WARNING:**
To reduce the risk of electric shock, turn power OFF and disconnect plug from electrical outlet before performing maintenance or troubleshooting.

## Vacuum cleaner won't turn

| Possible causes | Remedies |
|---|---|
| 1. Power cord not plugged in | 1. Check electrical plug |
| 2. Damaged power cord | 2. Unplug, check for damage, have cord replaced at an authorized service center if necessary |

## Vacuum cleaner won't pick up dirt

| Possible causes | Remedies |
|---|---|
| 1. Hose not attached to suction opening | 1. Grasp quick reach handle and firmly push hose wand onto the suction opening |
| 2. Crack or hole in hose | 2. Check hose and replace if needed |
| 3. Broken or worn drive belt | 3. Replace drive belt, see page 11 |
| 4. Rotating floor brush bristles worn | 4. Replace brush |
| 5. Rotating floor brush jammed | 5. Remove brush and clean debris from brush ends |
| 6. Clog in vacuum | 6. Follow instructions on page 12 for clearing clogs |
| 7. Dirt container full | 7. Empty dirt container |
| 8. Dirt container or upper tank not installed properly | 8. Position correctly and lock in place |
| 9. Filters are dirty | 9. Check and clean foam motor and HEPA media filters*, see page 9 |

## Visible dirt escaping from cleaner

| Possible causes | Remedies |
|---|---|
| 1. Dirt container full | 1. Empty dirt container |
| 2. Filters missing or installed incorrectly | 2. Check foam motor and filters for correct installation |
| 3. Dirt container installed incorrectly | 3. Pull out and re-insert dirt container correctly |

**Other maintenance or service not included in the manual should be performed by an authorized service representative.**

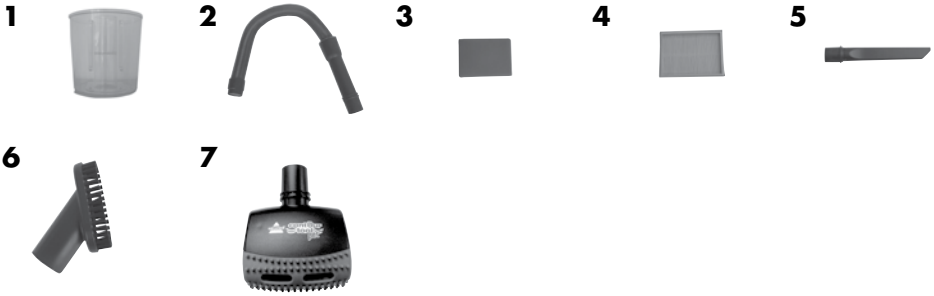
## Thank you for selecting a BISSELL product.

**Please do not return this product to the store.**

*The filter, media, not the vacuum as a whole, complies with the IEST-RP-CC001.5 HEPA Standard

# Replacement parts

| Item | Part No. | Part Name |
|---|---|---|
| 1 | 203-2166 | Dirt Container |
| 2 | 203-2165 | Hose |
| 3 | 203-2171 | Foam Motor Filter |
| 4 | 203-2172 | HEPA Media Filter* |
| 5 | 203-2164 | Crevice Tool |
| 6 | 203-1527 | Dusting Brush/Upholstery Tool |
| 7 | 203-1291 | Pet Contour Tool™ |

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# Warranty - BISSELL CleanView™ Multi Cyclonic Vacuum

This warranty gives you specific legal rights, and you may also have other rights which may vary from country to country. If you need additional instruction regarding this warranty or have questions regarding what it may cover, please contact BISSELL Consumer Care by E-mail, telephone, regular mail as described below, or contact your local in country distributor.

## Limited One Year Warranty

Subject to the *EXCEPTIONS AND EXCLUSIONS identified below, BISSELL will repair or replace (with new or remanufactured components or products), at BISSELL's option, free of charge from the date of purchase by the original purchaser, for one year any defective or malfunctioning part due to manufacturer defect.

This warranty applies to product used for personal, and not commercial or rental service. This warranty does not apply to fans or routine maintenance components such as filters. Damage or malfunction caused by negligence, abuse, neglect, unauthorized repair, or any other use not in accordance with the User's Guide is not covered.

BISSELL recommends that the original packaging be kept for the duration of the warranty period in case such need arises within the warranty period that the item need re-packing and transportation.

## BISSELL Consumer Care:

If your BISSELL product should require service or if you need information about repairs, authorized service centers in your area, replacement parts or your warranty, please contact BISSELL Consumer Care, as indicated below, or contact your local in-country distributor.

### For Australian inquiries:

Monday – Friday 9 am - 5 pm

**BISSELL AUSTRALIA PTY LIMITED**
42 Rocco Dr.
Scoresby 3179
Victoria
Australia
Telephone: 1.800.811.183

### For New Zealand inquiries:

Monday – Friday 9 am - 5 pm

**Parex Industries Ltd.**
5 Tolich Place
Henderson 0610
Auckland
New Zealand
Telephone: 0800.247.735

### For all other inquiries:

Monday – Friday 8 am - 4 pm

**BISSELL Homecare, Inc.**
PO Box 1888
Grand Rapids, Michigan 49501 USA
Telephone: 01.616.453.4451
Fax: 01.616.453.1383

***EXCEPTIONS AND EXCLUSIONS FROM THE TERMS OF THE LIMITED WARRANTY**

BISSELL and its in-country distributors are NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ASSOCIATED WITH THE USE OF THIS PRODUCT. BISSELL'S LIABILITY WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

THIS WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTIES EITHER ORAL OR WRITTEN. ANY IMPLIED WARRANTIES WHICH MAY ARISE BY OPERATION OF LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE one YEAR DURATION FROM THE DATE OF PURCHASE AS described above.

**FOR AUSTRALIAN CONSUMERS ONLY:** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

THIS WARRANTY IS IN ADDITION TO OTHER RIGHTS OR REMEDIES UNDER LAW. NOTHING IN THIS WARRANTY EXCLUDES, LIMITS OR MODIFIES ANY LIABILITY OF BISSELL WHICH IS IMPOSED BY LAW, OR LIMITS OR MODIFIES ANY REMEDY AVAILABLE TO THE CONSUMER WHICH IS GRANTED BY LAW. TO MAKE A CLAIM UNDER THIS WARRANTY CONTACT BISSELL AUSTRALIA PTY LTD (DETAILS ABOVE). CONTACT BISSELL PRIOR TO RETURNING ANY GOODS. WHERE AGREED, BISSELL WILL REIMBUSE REASONABLE POSTAGE / HANDLING COSTS (IF ANY) FOR RETURNING GOODS TO BISSELL.

## If your BISSELL product should require service:

Call BISSELL Consumer Care at the numbers below and we will give you the location of a BISSELL Authorized Service Center in your area. If you have questions about your warranty or need replacement parts please contact the numbers below.

### For Australian inquiries:

Monday – Friday 9 am - 5 pm

**BISSELL AUSTRALIA PTY LIMITED**
42 Rocco Dr.
Scoresby 3179
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Telephone: 1.800.811.183

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Telephone: 0800.247.735

### For all other inquiries:

Monday – Friday 8 am - 4 pm

**BISSELL Homecare, Inc.**
PO Box 1888
Grand Rapids, Michigan 49501 USA
Telephone: 01.616.453.4451
Fax: 01.616.453.1383

When contacting BISSELL, have model number of cleaner available.

Please record your Model Number: _____

Please record your Purchase Date: _____

**NOTE: Please keep your original sales receipt. It provides proof of purchase date in the event of a warranty claim. See Warranty on page 15 for details.**

BISSELL®
Experts In Home Cleaning™

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